INFORMATION SERVICES

POLICY COMMITTEE

REPORT

February 9, 2006

This report is also available on IntraLinc.

INFORMATION SERVICES
POLICY COMMITTEE

TABLE OF CONTENTS

INTER-OFFICE MEMO

TO: Information Services Policy Committee

FROM: Doug Thomas, Information Services Manager, Information Services

DATE: February 9, 2006

SUBJECT: Monthly Report

SYSTEMS DEVELOPMENT PROJECTS

1. **InterLinc eGov**
    The new Water eBilling system was successfully deployed last month. Over 200 customers enrolled in the first two weeks, which is much better than anyone had expected, since we have only inserted flyers in one billing cycle. The InterLinc Action Center continues to field around 10 complaints per day. We will begin working on phase II, Ombudsman System, in the near future. The Parks and Rec eGov initiative began last week and the team has identified 5 strong candidates for ePay services. We will begin with the Swimming Pool Passes application, and then the Shelter/Picnic Table reservations. We are ready to launch the new InterLinc Subscription Service this month. The system will allow for e-notification on a large variety of topics like Newsletters, Media Releases, and Council Issues. It even has an alert component that could be used for Snow Emergencies or Water Main breaks that could cause road closures and traffic interruptions. We still plan to build the training material for the Web Assistants Workshop that is targeted for this April. In addition, we are working on the Employee Service Center via MyInterLinc which will make a variety of items available to the employees for self service, such as Payroll Information, Check Stubs, W2's and Personnel Information.

2. **Parking Tickets**
    We continue to do post-implementation reviews and network performance monitoring. The new meter location data base will be implemented this week. The PSO's will only need to enter the plate, pole number and pick the violation type to generate a ticket. Chris plans to upgrade the mobile devices software this week to improve database stability and will also reduce the daily syncing time. Since Alltel can not supply the 1rxtt type network card for the Pocket PC's we will R&D the use of the Treo to act as the conduit to their network via the Bluetooth connection that is in both devices.

3. **Lancaster County General Assistance**
    See ISPC status report and graph.

4. **County Attorney/Public Defender Case Management System**
    See ISPC status report and graph.

5. **Fire Systems Rewrite**
    The Prime Imaging software upgrade and conversion took place last week. See ISPC status report.

OPERATIONAL

The County PeopleSoft AS/400 prime shift utilization in January was 20.91%
compared to 18.90% in December. Disk utilization is 36.3%, up from 35.5% last month.

The City Finance JDE AS/400 prime shift utilization in January was 9.31%
compared to 9.63% in December. Disk utilization is 76.9%. We will begin
to take a look at adding disk capacity to this AS/400 in the future.

The CJIS Alpha server prime shift utilization in January was 43%
compared to 46% in December.

The IBM z/890 Enterprise Server prime shift utilization was 58.22%
in January compared with 50.10% in December. There were 4,124,837 CICS
transactions executed, which included 1,536,680 web transactions.

The Lancaster Manor AS/400 has disk utilization at 77.9%. We have
been monitoring this platform since August and will probably
recommend a disk expansion sometime in the next 12 months.

Project

Reports

COUNTY ATTORNEY/PUBLIC DEFENDER
CASE MANAGEMENT

Project Manager: **Mark Wieting**   **February 9, 2006**
Analyst: **Jim Jambor**

Project Description:

The County Attorney currently has a case management system which was implemented as a main frame system in 1985. The Public Defender's system, also a mainframe system, was implemented shortly thereafter. Both systems have served well, and over the years have had many enhancements and changes performed. Both agencies would like to take advantage of new technology to assist in their management of cases and attorneys within the office. This would be especially beneficial in the areas of document generation and communication with clients, witnesses, defendants, victims, and other agencies. The new system should not lose any of the functionality of the current systems, have the capability of sharing non-secured data between the two agencies, and add more capabilities such as word processing, email, and the web.

Current Events:

01/06 *   We had a demo of defenderData on January 25th. I think everyone who took part was rather impressed, enough so that we have decided to pursue this a little farther. We will be meeting in early February to decide what steps to take next. I will find out what the current operating costs for both systems are prior to that meeting.

Future Events:

02/06 *   Gather more information on the defenderData/ProsecutorData software in order to prepare a cost/functionality comparison between purchase and in-house written system. Also, set up another demo for those who were not present the first time.

History:

10/03 *   System requirements were completed and approved by both agencies. Project was put on hold by the County Board pending funding issues.

01/05 *   Board approval was given to continue with the project, however, due to I.S. commitments to other projects, work will be delayed for several months.

10/05 *   Representatives from both agencies plus Information Services were present for a demo of Justware from NewDawn Technologies. This is a packaged software product for case management for Prosecutors and Defenders. It has many very nice features, although it lacks an evidence tracking module and a speedy trial calculator, which are two very important features that will be required in a new system.

11/05   *****   The web shells were reviewed with staff from both County Attorney and Public Defender. Both agencies have expressed a desire to have I. S. write the new system using the web shells, provided it has the desired functionality. Of course, time and cost will also play important in this decision. We seem to have a new account representative from NewDawn. I am waiting to find out who will be our new representative.

12/05   *****   Our NewDawn Account Representative is John Wilkins. I have talked to him a few times and sent him our rules on speedy trial. I have asked for some ballpark pricing, but have not heard back from him yet. We met with Chris, Nick and Terry to discuss the feasability of some of the functions within the web shells. Although, some of this has not been done yet, the general feeling was that it could be done within the web shell guides.

Lincoln Fire & Rescue
PRIME

Project Manager: **James Walkenhorst**   **February 9, 2006**
Analyst: **Wade James**
                     Chad Peters

Project Description:

Lincoln Fire & Rescue (LF&R) information systems are being rewritten. The primary reason for rewriting the application systems is to provide the functionality necessary to support the current business and operations of LF&R processes and to comply with National Fire Incident Reporting System's (NFIRS 5.0) required coding and reporting.

The current system is comprised of several modules which support the key areas of fire, including training & certifications, incident reporting, human resources, inspection, and emergency services. The effort undertaken in this project relates to all of the above with one exception. Emergency services will be supported by a third party product. LF&R have purchased a product from Zoll Data Corporation to handle these functions. The product is called EMS Pro. There are a number of interfaces that this product must have to our core systems and external entities such as the State of Nebraska State Fire Marshall's Office and Health and Human Services.

The technology selected for the rewriting and enhancement of these remaining core systems components is to leverage Information Systems web shell technologies. The application system will continue to utilize the most advanced facilities in the existing mainframe environment.

Current Events:

01/06 * The PRIME system has been modified to work with the imaging system. Many Human Resource and Training Division application programs have been modified so that specific data rows are tied to document references and the image is available for viewing from within the application program. The Human Resources application is being modified so that data may be directly interfaced into the INTEARS payroll time
entry system. This will eliminate the duplication of data entry into both systems.

Future Events:

02/06 * Implement imaging system changes and complete the testing of the INTEARS payroll time entry system.

History:

04/05 * Training & Certification system is deployed.

06/05 * Incident Reporting system is deployed.

10/05   *   Human Resources system is deployed.

11/05 *   The development effort for the fire inspection module has been completed. The key systems users are testing the system. The vacation selection module is nearly completed.

12/05 *   The fire inspection module has been coded, tested, and moved to production. The end user system training has been put on hold until after the beginning of the new year. The vacation selection module has been completed and moved to production.

GENERAL ASSISTANCE

Project Manager: **Scott Zimmerman**   **February 9, 2006**
Analyst:

Project Description:

This is a rewrite of the current Lancaster County General Assistance system which was implemented in the Fall of 1994. Over the years the use of the system has expanded beyond the original scope of the project which was to track assistance requests and payments. Although, this is still the major piece of the system, it needs to be expanded to include measures to assist with client eligibility, outstanding bills, paid bills, improve communication between the six or seven agencies involved in the GA process, attempt to prevent fraudulent claims, and try to detect abuses of the program. The system will make use of CICS web shells to take advantage of the remote user capability.

Current Events:

01/07   *   The initial panel design has been completed and the programming phase has begun. After an internal review of the panels and system design, a few minor changes will need to be addressed before the programming can begin in full force.

Future Events:

02/07   *   Continue with the programming phase of the project and have a system review with the General Assistance team.

History:

10/05   *   A requirements process was performed by interviewing participants of the GA program. The requirements were completed and presented to the GA monitoring committee on October 4th with an estimate of $42,575. This was approved and passed along to the County Board where it was also approved.

11/05   *   The new tables for the GA system were created and conversion programs were written to populate the new tables.

12/05   *   80% of the panels have been designed for the system. Programming will start as soon as the design for the rest of the panels is completed.